



ARIZONA DEPARTMENT OF PUBLIC SAFETY

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## Air Base Patrol

DPS Highway Patrol Officer Michael Cota, a U.S. Air Force reserve, stands in front of a fighter jet during his military deployment in the Middle East. Cota and another DPS officer, Michael Fields, were members of U.S. Air Force security forces who helped ensure the security of various U.S. air bases in the Middle East during the Iraqi war.

## DPS Officers Fields, Cota helped ensure safety at key U.S. base

Officers Michael Fields and Michael Cota, whose normal "day jobs" are to patrol freeways in the Phoenix-area for DPS, recently returned to full-time work with the Highway Patrol following several months of military activation, mostly in the Middle East.

Fields and Cota, both reserves with the U.S. Air Force, spent much of their military activation assigned to Al Jaber Air Base in Kuwait.

The large air base is located 75 kilometers south of the Iraqi border and serves as a key launching point for U.S. fighter jets during operations in the Middle East.

As members of a special security force team for the U.S. Air Force, Fields and Cota were responsible for ensuring the safety and security of the base's aircraft, personnel and resources during the war against Iraq.

Despite extreme heat and harsh living conditions, both DPS officers said the as-

signment was very exciting and "eye opening".

Fields, who was deployed for about five months, said he particularly enjoyed the assignment at Al Jaber Air Base because the facility was home to personnel from all branches of the U.S. military, not just the Air Force. Before and during the war, Fields said large groups of new personnel from various military branches would arrive at the base quite frequently.

"There were times when the population at the base would double and triple in size overnight as new troops arrived," said Fields, who has worked for DPS since 1997. "It was amazing to see the influx of manpower and the patriotic spirit of the arriving troops."

Cota, who was deployed "off and on" for about seven months, said he also enjoyed his assignment at the base.

## DPS representation program provides more than new law

Although there's been some attention given to a recently-enacted amendment addressing employee rights (ARS 38-1101), it should have little impact at DPS because of the direction the Department took slightly more than two years ago when it developed and implemented a similar program.

The Support Observer Program at DPS made its debut in 2001 and since then some 60 to 70 percent of those DPS employees who were the subjects of an administrative investigation took advantage of the program that allowed them to have a representative/observer at their side throughout the investigative process.

"It's the Department's position that each employee at DPS, sworn or civilian, under administrative investigation for alleged misconduct be treated fairly and afforded every

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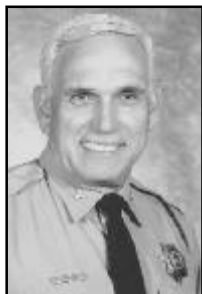
From a security standpoint, Cota said operations at the base went very well but that there were a few very tense moments when bomb-sniffing dogs assigned to the U.S. military alerted on trucks trying to enter the facility. Thankfully, Cota said the dog's reactions were false alarms and no unauthorized explosives ever made it onto the base.

Although they were able to perform their jobs at the base very well, both Fields and Cota said the harsh living conditions at the facility caused sleep deprivation in a number of U.S. troops, including themselves.

"You had to learn how to function while being extremely tired," said Cota, who has worked for DPS since 1994.

Cota said it was also very difficult having limited contact with his wife and 9-year-old son. During one period, Cota was not

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## From Director Dennis Garrett's

# Vantage Point

Stop domestic violence. It's so much easier said than done.

Here at DPS, domestic violence affects us in a variety of ways. Frequently, our officers respond to domestic violence calls which, because of the volatile emotions involved in such disputes, can easily escalate into a physical and dangerous confrontation.

Although rare, incidents of domestic violence unfortunately happen within the DPS family. Fortunately, we have mechanisms in place, such as peer counselors, who are trained to help soothe, comfort and counsel those in need of such support as they cope with a situation they most likely never dreamed would touch them.

Like a cancer, domestic violence is not gender specific. It's a scourge that cuts across ethnic and economic lines. Age also is not a barrier. It occurs within the ranks of teenagers as well as those who are senior citizens, couples who have married many years. It can strike at any time as affirmed by the recent homicide where a man killed his wife at the Scottsdale hotel they were staying in. It was the couple's honeymoon.

According to the National Center for Victims of Crime, each year in the United States some 1 million women and 150,000 men become victims of domestic violence. Unfortunately, the Center reports that these figures are on the rise and will continue to increase until all of us become more aware of this ill and take appropriate measures to subdue this ugly part of our culture.

Although domestic violence within the ranks at DPS is minimal, we would be remiss to believe it doesn't exist. In our society, domestic violence is among the most under reported violent crimes.

Nationwide, October is designated as Domestic Violence Awareness Month. For all of us at DPS, it's a time to reaffirm our commitment to help stop the violence that strikes at all levels of life.

If any DPS employee needs assistance in this area, please call Sgt. Jim Warriner at Employee Assistance Unit, 602-223-2836. Your contact will be confidential and it could be a telephone call that saves a life.

## Albert B. Lassen becomes newest LEMSC member

Albert B. Lassen took Gov. Janet Napolitano's message of getting involved in public service to heart.

And, because he did, the attorney from Springerville is the newest member on the Law Enforcement Merit System Council, a three-member board that establishes and oversees all procedural activities at the Arizona Department of Public Safety.

"During her campaign, I had heard the governor speak on various occasions and she frequently emphasized that the state needs volunteers for service, so I took her up on her request," Lassen said. "I also like volunteering for such things as public service and I want to serve my state."

Shortly after Napolitano was sworn in as Arizona's 21st governor last January, Lassen submitted his name for a volunteer position. In May, he was contacted by the governor's staff to gauge his interest in serving a six-year term on the Merit System Council.

Lassen, who also is fluent in Spanish, was officially appointed to the position in July, replacing George McKinney who had served with the council since 1997. Lassen attended his first LEMSC meeting in August.

"Before my appointment, I admit that I knew little about the Merit System Council," Lassen said. "But, I am very knowledgeable about 'police business' and police labor issues, and I have a background in representing law enforcement in various matters."

Lassen, who earned his undergraduate degree from Wayne State University in Detroit and his law degree from Michigan State University in East Lansing, believes his biggest challenge with the Merit System Council is probably the "same for all council members and that is trying to be fair to everyone while reconciling the interests of everyone."

"Doing the right thing is most important," Lassen said. "I think I had an example of this in my very first meeting in regards to reviewing issues involved with the recent sergeants' test. That was a very hard decision to make because whatever the council agreed upon, someone was going to be disappointed."

"Throughout my term on the council, I anticipate that we will encounter similar tough decisions which will require us to listen to everyone while balancing the interests of all involved before deciding what we believe is the correct thing to do. Treating everybody

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ALBERT B. LASSEN

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## DPS officer becomes a deacon in Roman Catholic Church

When a sliding door in a van struck him in the back several years ago during a drug bust, the life of DPS Officer Mario Ortega began to change.

Already a religious man, that jolt provided the impetus to take him a step closer to his relationship with God. While mending from a concussion and a knee injury suffered in that 1998 incident, the Artesia, N.M. native who was raised in the Santa Cruz Valley community of Eloy kept feeling that there was something missing in his life.

"While recovering, I had plenty of time to think," Ortega said. "I just knew there was something missing in my life, but I didn't know what."

During his recuperation, Ortega had time to attend catechism classes at St. Anthony of Padua Catholic Church in Casa Grande with his wife, JoAnn, who taught the classes, along with his two sons, Joseph and Paul.

Prior to making the commitment, Ortega said many advised him to become a deacon.

"They all told me that I was a good listener, but I didn't think this was a path for me," Ortega said. "Then one day while I was sitting in the pew waiting for Mass to start, I looked up at the cross. I saw His face and I knew at that moment that He was telling me that this was the journey I was to take."

That revelation culminated June 14 when Ortega, with his wife and sons proudly at his side, was ordained as a Roman Catholic deacon by the Most Rev. Gerald F. Kicanas, bishop of the Tucson diocese.



The moment also was doubly special for Ortega because at the same time his wife, who attended the Diocese of Tucson's Permanent Diaconate Formation program classes with him, received her advanced level three certification in pastoral ministry within the diocese. This is the certification level Ortega received just prior to his ordination.

During the past four years, both have

studied scripture, church history, apologetics, ethics and morality, and adult learning techniques.

As a deacon, Ortega said he will assume pastoral, liturgical and sacramental responsibilities, including weddings, baptisms and funerals. He added that JoAnn, a special

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## Lassen ...

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fairly is what you strive for, but it is something that at times is very difficult to accomplish. Making a fair and impartial decision is always much easier said than done because someone always is going to be disappointed even when the right decisions are made."

With his appointment, Lassen joins Jerry Landau and Gail Goodman on the board. Landau has been a LEMSC member since 1985 while Goodman, who serves as the council's president, began her six-year term in April 2001.

Prior to arriving in Arizona in 1978, the 56-year-old native of Detroit spent two years as a law professor at William Mitchell College of Law in St. Paul, Minn., and another few years in New Mexico as director of legal services in southern New Mexico.

During his career, he has accepted appointments to the New Mexico Opinions Committee and the Arizona Supreme Court Disciplinary Committee.

His initial move to Arizona was the result of his daughter who was born in 1977 with a serious intestinal disorder which eventually claimed her life when she was three years old.

"The closest place where she could receive proper treatment was Phoenix," Lassen said. "So we moved here."

It was during this time that Lassen read an outdoors column in *The Arizona Republic* about fishing in Luna Lake and the surrounding White Mountains lifestyle. One visit there, and he was hooked for life.

After this daughter died, Lassen and his wife Sue Chacon moved to Albuquerque in 1980, where, after distinguishing himself as a public defender, he eventually joined a prestigious law firm in Albuquerque.

While with the law firm, Lassen's clients included the Albuquerque Police Officers Association, Albuquerque Public Schools and other state and local governmental entities.

Although based in Albuquerque, Lassen and his wife kept returning to the White

Mountains for some rest and relaxation.

"After spending numerous vacations in the White Mountains, I said 'what the heck, I might as well just move there,'" Lassen said.

So in 1996, Lassen purchased a home in Springerville and two years later opened a general law practice where he handles such issues involving family law, criminal law, probate and property disputes. As an attorney, he also participates in the Volunteer Lawyer Program.

Next door to his law office, his wife operates "The Speckled Trout," a combination fly-fishing outfitter/gift shop/expresso bar. An energetic woman, Sue Chacon also manages a second "Speckled Trout" in Greer and has just completed "Project Central," a two-year program concerning rural leadership offered by the University of Arizona.

"My wife and I are both people who enjoy giving to public service and are very supportive of each other in this area," Lassen said. "I look forward to serving on the Merit System Council. I believe it will be a very challenging and rewarding experience."

## DPS Photo Lab adds new equipment to process digital photos, ease work load

The DPS Photo Lab, which provides comprehensive photographic support for DPS and at least 35 other law enforcement agencies in Arizona, recently took a major leap into 21<sup>st</sup> century technology.

This past summer, the small but extremely busy lab received a state-of-the-art photo processing machine capable of quickly printing large quantities of high-quality digital photographs.

Sally Cronin, Photo Lab supervisor for the past 15 years, said the \$115,000 piece of equipment was purchased mostly because more and more law enforcement officers, especially at DPS, are acquiring digital cameras.

"We needed the processor in order to keep up with a rapidly-rising demand within the law enforcement world for digital image printing," said Cronin, adding that digital photography is now being used in almost all aspects of traditional police work.

Cronin said the new equipment, a product of the Noritsu Corp., can download the digital images it prints from various types of digital media, including floppy discs, CDs, flashcards, and other digital memory devices.

However, most of the officers submitting digital photos to the Photo Lab do so through CDs or floppy disks, Cronin said.

The machine, which features a digital monitor that allows images to be previewed prior to printing, also has a built-in photo scanner that allows it to quickly produce identical copies of photographs without the use of a negative.

Despite all of the machine's high-tech bells and whistles, Cronin said it can still perform the basic function of producing prints directly from a traditional photo negative.

Over the past few years, those assigned to the DPS Photo Lab have not only familiarized themselves with digital photo printing technology, but also various other aspects of the rapidly changing world of digital photography.

Because photographers at the DPS Photo Lab are the agency's leading authorities in digital photography, officers and others who use the lab's services are now required to contact the lab prior to purchasing a digital camera (GO. 15.04) for departmental use.

Drawing upon their extensive training and experience, Photo Lab personnel can assist individuals in purchasing the appropriate digital camera by recommending those

cameras that have proven themselves in the law enforcement field. They can also recommend the digital cameras most compatible with the lab's new digital printing equipment.

In addition, if interested in learning how to get the most out of a digital camera, contact Dick Parkans at the Photo Lab, ext. 2477.

Parkans, an AZ POST certified instructor, teaches a digital photography class for DPS and other law enforcement employees. Parkans also teaches a basic photography class, an advanced photography class and a Luminol photography class.

Besides Parkans and Cronin, the other photographer assigned to the DPS Photo Lab is Gary Keltz. Keltz was hired about a year ago. Keltz gained most of his on-the-job photography experience while serving in the U.S. Air Force where he was the team photographer assigned to the Thunderbirds, an Air Force flight exhibition and demonstration team.

The hiring of Keltz has helped relieve Parkans of what was becoming an exhausting "on-call" schedule.

Although most officers take their own crash-scene photographs, Cronin said the Photo Lab is called upon to photograph serious incidents such as officer-involved shootings, vehicular homicides and accidents that may involve state liability.

Additionally, photographers from the Photo Lab may be called out to assist other agencies with their crime scene investigations.

The addition of new digital equipment and a new photographer has really helped the Photo Lab respond to its increasing demands.

Another improvement was a processor it received almost three years ago which dramatically reduced the time it took the Photo Lab to process regular film. In fact, the machine reduced film processing time from one hour to just 12 minutes.

The resourceful Photo Lab was able to acquire its most recent piece of expensive equipment through monies in a special fund generated by fees from DPS' sale of collision photos requested by attorneys and representatives from insurance companies.

Of the thousands of photos the Photo Lab produces on a weekly basis, about 33 percent are purchased by attorneys and insurance companies, Cronin said.

While the Photo Lab has moved into the ever-growing digital imaging industry, its staff continues to research the latest in photo



**Gary Keltz with new processor**

equipment suitable for law enforcement photography knowing that technology advances in this industry can occur within a click of a camera lens.

## Services for retired DPS Sgt. Schwarz held in Williams

A memorial service for retired DPS Sgt. James R. "Jack" Schwarz, 70, who passed away Aug. 26 in Kingman, was conducted Sept. 5 in Williams.

Sgt. Schwarz, also known affectionately as Snoopy, was born Feb. 6, 1933, in Phoenix to Elsie and Cleve Sefton. When he was 3 years old, his father died. When his mother remarried, he was adopted by Carr Schwarz.

After graduating from Williams High School in 1951, Sgt. Schwarz spent two years in the U.S. Navy as a navigator/radio operator. After receiving an honorable discharge from the Navy, he worked a year with the Arizona Highway Department.

His law enforcement career began in 1955 when he was selected for the Arizona Highway Patrol, working mostly in radio communications in the Phoenix area. As a CW operator, he was considered an expert in the complexities of radio telegraph and morse code.

In 1968, he was promoted to sergeant and was responsible for training radio communications personnel. After retiring from DPS in 1975, Schwarz and family moved to Williams where he spent most of his retirement years.

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## DPS, Risk Management start windshield replacement program

A pilot program initiated by state Risk Management in conjunction with DPS is geared to make driving by DPS employees safer while reducing windshield-related damage expenses.

A cornerstone within the program is the repair of some "star cracks" instead of automatic windshield replacement when the window becomes damaged.

Within this program that began Sept. 1 and runs through Feb. 29, Risk Management will pay for both repair and replacement glass claims, according to Russ Azbill, an administrative services officer who handles glass loss claims for the Safety and Loss Prevention Section at DPS.

"Concerning star crack repairs, if the crack is more than an inch long or bigger than a quarter, the windshield must be replaced," Azbill said. "If the star is in the driver's line of sight, we will replace the windshield. If the windshield has more than three stars away from the driver's field of vision, the windshield will be replaced.

"If the star crack is small and does not interrupt the driver's line of vision, Risk Management wants the windshield repaired not replaced."

Azbill said all repairs and replacements will be handled through state contract with Safelite Auto Glass.

"Safelite Auto Glass is statewide so employees should be able to have the windshield repaired or replaced promptly even if they live in remote or rural areas," Azbill said, adding that employees can contact him at ext. 2633 for the nearest Safelite Auto Glass franchise.

Azbill said a vital piece to this pilot program is that employees are not to submit any glass loss paper work to Fleet.

"All glass repair/replacement paper work is to come directly to Safety and Loss at Mail Drop 1215," Azbill said.

Azbill said when windshield damage occurs, the employee needs to contact the Duty Office to obtain a claim number for the glass loss.

Then the employee should acquire the properly color-coded (white) 9x12-inch glass loss field checklist envelope. After completing the required paperwork listed on the front of the envelope, the employee should mail it to Safety and Loss.

Documents to be placed in the envelope include the glass loss report, an original completed copy of the DPS work order and the blue copy of the Safelite work order.

"When completing the loss report, under the date of loss, please do not put 'unknown'," Azbill said. "Either put the date that it actually occurred or the date the damage was discovered. This is extremely important for Risk Management.

"Also, we need to have repairs or replacements done within 15 working days so that the Department can be reimbursed by Risk Management. This is extremely important to us. Please do not wait more than 15 days to get the repairs done and please don't have replacements or repairs done that aren't necessary."

## Safety and Loss introduces color-coded program to ease claim-filing process

Through the development and implementation of color-coded envelopes complete with checklist instructions printed on the front, Safety and Loss personnel at DPS introduced a new procedure they believe will simplify the claim-filing process for employees.

Three of the 9x12-inch envelopes feature either blue (injury), yellow (vehicle incident or collision), and green (property loss) borders while a fourth envelope (white) is to be used for glass loss claims.

The change took effect Sept. 1, said Mary Meyer, an administrative assistant with the Safety and Loss Prevention Section at DPS. She also said those planning to file claims with Safety and Loss must first contact the Duty Office at ext. 2212 to obtain a claim number.

"The Duty Office will ask you three to six questions, depending on the claim type, before issuing you a DPS claim number," Meyer said. "If you have a loss, no matter what type of loss it is, the very first thing that an employee must do, and this is the biggest change, is to contact the Duty Office first."

After receiving a claim number from the Duty Office, the employee then should obtain the appropriate envelope from any Highway Patrol district office or from the Safety and Loss office located on the second floor,

east wing, of the state headquarters building in Phoenix.

Upon obtaining the claim number and envelope, Meyer said the employee then should process the claim through the "field checklist" printed on the envelope. Once the employee completes the appropriate checklist, the required documents and items should be placed inside the envelope and delivered to Safety and Loss at Mail Drop 1215. The envelopes also can be delivered in person at the Safety and Loss office.

"Employees need to be sure to include the DPS claim number issued by the Duty Office in the upper right corner of the envelope and again in the upper right corner on all correspondence and documents to be placed in the envelope," Meyer said.

Meyer said she is responsible for injury and property claims while Russ Azbill, an administrative services officer assigned to Safety and Loss, will handle glass and collision claims.

"Once you have that claim number, if there is anything more that you need, then please call the Safety and Loss Office and we will help you," Meyer said. "If you have any questions, please give Russ or me a call."

Meyer can be contacted at ext. 2621 while Azbill can be reached at ext. 2633. Questions also may be addressed to Patsy McFadden, Safety and Loss supervisor, at ext. 2632.

## Department adopts two new radio codes

Effective Oct. 1, the Department introduced two new radio codes to readily identify the urgency of a back-up request.

The two new codes are "10-90" (need assistance - no urgent response) and "10-91" (need assistance - urgent response required).

Maxine Horn, a senior police communications dispatcher at DPS, said the 10-90 could be used for such activities as relays, assists with non-urgent traffic or criminal investigations, information requests or standby for tow trucks, Horn said, adding that the 10-91 may address such issues as assisting with a combative subject, hazardous traffic conditions and felony stops.

Horn said the two new codes do not replace Code 998 (officer involved shooting) or Code 999 (officer needs help/urgent).

"The purpose of these two new codes is to increase officer safety and improve dispatch efficiency by immediately clarifying the level of assistance required by the officer," Horn said. "The new codes will inform the dispatcher and other officers of the back-up request without making it obvious to the subject of the stop."



## Fields, Cota ...

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able to make contact with his wife and son for a month and a half. Fields also has a wife and a young son that he missed during his activation.

Although U.S. troops in and around the base remained relatively safe, Fields said that soldiers at the base did have to don their gas masks when Iraqi SCUD missiles were launched at the base and towards Kuwait City.

Thankfully, he said the Patriot missiles launched by the U.S. intercepted the SCUD missiles before damage could be done.

In the end, Fields, who is 33 years old, said it was inspiring to see young troops under 25 years of age arriving at the base who were so patriotic and dedicated to the mission of the United States.

"I have a renewed confidence in the young people of this country," Fields said.

"From what I witnessed during the war, the young people in our armed forces are very well rounded and dedicated to the beliefs and allegiances this country has valued for generations."

After being so close to war, Fields also said that he has gained tremendous respect for U.S. soldiers who fought in previous epic battles such as those that occurred during WWII on the beaches of Normandy.

He and Cota also said their thoughts remain with the U.S. soldiers who are still in highly-sensitive areas of Iraq. "Soldiers are still dying in Iraq almost every day," Fields said. "That fact needs to be reported and not swept under a rug somewhere."

After experiencing the extreme stress that soldiers can encounter during war, Fields says he now has more patience in his civilian life in the U.S.

"Things that would normally get me very angry at home and at work no longer bother me one bit after this experience," Fields said.

## GOHS moves HQ operations to Tucson

Earlier this past summer, the Governor's Office of Highway Safety moved its state headquarters operations from Phoenix to Tucson.

Along with the transfer, six of the agency's 11 positions will be based in Tucson, including the director's position held by Richard Fimbres, a Tucson resident. The other five GOHS positions will remain in Phoenix.

*The Arizona Capitol Times* reported that Fimbres believes the move will save the state money because of less expensive office space available in Tucson.

*The Capitol Times* also reported that a spokesman for Gov. Janet Napolitano said the effort is part of the governor's plan to decentralize a small portion of state government.

## DPS officers assigned to MP in Iraq still facing challenges

### *Early in war, DPS officers were responsible for establishing POW camps*

Four of the DPS officers assigned to the Arizona National Guard's 855<sup>th</sup> Military Police Co. currently remain in Iraq where they are participating in a variety of hazardous, but important missions.

The DPS officers assigned to the company who remain in Iraq include Stephen Kafton, Paul Etnire, Michael Dickinson and D.J. Hansen.

One DPS member of the company, Officer John Barber, returned to Arizona in late May because his wife was having serious complications related to breast cancer.

Barber, a DPS officer since 1985, said he is very glad he made it back home to assist his wife, but added that his thoughts are also with the members of his company who remain in Iraq.

Barber, a commercial vehicle safety specialist in Tucson, said he worries daily about his fellow company members, especially those from DPS.

"The 855<sup>th</sup> Military Police Co., which includes several DPS officers, is still participating in some very delicate missions in some tumultuous parts of Iraq," Barber said during a mid-September telephone interview. "I think about those guys every day and I wish I could be there with them and here with my wife at the same time."

Early in this historic conflict and when he was in Iraq, Barber said his company was responsible for establishing and operating

camps for Iraqi Prisoners of War (POWs).

He said the company followed the various coalition battles as they approached Bagdad and that they established POW camps as they went along.

Enemies who were captured by coalition forces during the battles were processed into the camps the 855<sup>th</sup> Military Police Co. helped establish, Barber said, adding that the last POW camp the company established was located just outside of Bagdad.

Although they are no longer establishing POW camps, Barber said he has received word that the company has been quite active during the past month or so in Iraq.

"The company is currently doing active missions, convoy escorts, and security patrols," Barber said.

"The company hasn't lost anybody or had anybody wounded, but the company's vehicles have been shot at while our guys were in them."

Barber said that Kafton is running a squad of MPs. In addition, he said Hansen is commanding a whole platoon of MPs. Dickinson, Barber said, is with a MP unit while Etnire is helping organize and coordinate MP operations.

Barber said it is still unclear when the company can be expected home, adding that the Arizona National Guard's 855<sup>th</sup> Military Police Co. has more DPS members assigned to it than any other military reserve unit in Arizona.

For those DPS officers assigned to the unit, the last couple of years have been quite hectic.

It started when the company was called

in to assist during the Rodeo-Chedeski fires in the summer of 2002. Last summer, the unit worked the Mt. Lemmon fire. They also helped provide security earlier this year at the Palo Verde Nuclear Plant west of Phoenix and at the 2002 Winter Olympics.

Then came their duty assignment to Iraq.

### Two more DPS officers get call up

While several DPS employees are returning to work following lengthy military activations, at least two DPS employees were recently called up to assist with U.S. military operations.

The DPS employees who were activated were Officers Francis Ryder and Adam Mercier.

DPS employees who remain on active military duty as of late September include Officers Stephen Kafton, D.J. Hansen, Paul Etnire, Michael Dickinson, Miguel Anguiano, William Baker, Kevin Bera, Leon Dame, David Rush, Frank Soto, Richard Stephens, Ed Stock and DPS Sgt. Bob Stout.

DPS officers who have returned to work at DPS from military activation include James Congrove, Michael Fields, John Barber, Arthur Avitia, Craig Bremer, Michael Cota, Adam Lason, Robert Rehm, Peggy Scozzari and civilian employee Paul Menz.

## Laying fuel line wasn't glamorous, but it was critical for U.S.

***"I will never take the convenience of a household telephone for granted ever again."***  
**- Officer Arthur Avitia**

DPS Highway Patrol Officers Arthur Avitia, Craig Bremer, and Adam Lason recently returned to work at DPS following several months of absence due to their military activation in the war against Iraq.

All three officers, who are U.S. Marines reserves, helped lay and maintain about 70 miles of critical fuel line. During the first few critical months of the war in Iraq, the pipeline was one of the only sources of fuel for coalition forces.

A stronger fuel line was established by the U.S. Army more than a month after the war began.

"Our job was not glamorous and I'm sure people never read about it on the front page of the newspaper," said DPS Officer Adam Lason, who patrols highways in the Quartzite-area. "But it was a job that needed to be done and I was glad to do it. I enjoyed serving my country."

All three of the DPS officers said the living conditions in Iraq were "horrible" during their recent deployment.

"Blowing dust was present all of the time," Lason said. "We had to get used to being extremely dirty all the time. Those who attempted to shower using portable showers would walk outside of the shower and be just as dirty again within seconds."

All three of the DPS officers also commented on the confusion that resulted from the initial news reports they received about the war's progress.

"Some of the news reports that came out during the first few days of the war gave U.S. troops the sense that things were going very bad," Lason said. "The initial reports made things sound terrible and gave troops the indication that the war was going to turn into a horrible experience similar to Vietnam."

Lason said he believes U.S. troops were confused by the initial news reports because they were certain things could not be progressing as badly as they were being reported. Avitia, who as a Highway Patrol officer works in the Flagstaff area, also commented on the frustrations of not knowing how the war was progressing during the assignment.

"It was very difficult being right in the middle of a war zone and not knowing exactly how things were playing out," said Avitia, who also served during the Gulf War.

Other very frustrating moments for the DPS officers took place when they could hear fighting taking place in nearby communities, but could not assist in such battles due to their orders to stay with and protect the fuel line they had constructed.

Although they were miles from several of the battles, the DPS officers said they could still feel the ground shaking from the isolated conflicts.

The group also said they were required to don their gas masks at times and hide in bunkers when Iraqi SCUD missiles were launched toward their area.

Although they said they were very proud to have served their country during their re-

cent assignment, all three agreed that the best part of the assignment occurred when word was received that they could return home to their families in the United States.

All said they worried extensively about their families during their deployments, especially because they were rarely able to communicate with them.

"I will never take the convenience of a household telephone for granted ever again," Avitia said.

All three of the DPS officers were in Iraq for about four months during what was about six months of continuous activation for the group.

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## DPS at a Glance

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Jerry G. Landau, a member of the Law Enforcement Merit System Council, recently received an Arizona Prosecutor Lifetime Achievement Award from the Arizona Prosecuting Attorneys Advisory Council.

Landau, a special assistant to Maricopa County Attorney Richard Romley, has been a prosecutor for 24 of his 28 years of practicing law.

\*\*\*

Richard Fimbres, director of the Governor's Office of Highway Safety, has been appointed by Gov. Janet Napolitano to the Automobile Theft Authority Committee, the Overdimensional Permit Advisory Council and the School Safety Program Oversight Committee.

\*\*\*

The DPS retirees' "Java Jaunt" to Yuma, scheduled for Oct. 30, has been cancelled.

In its place, DPS retirees may attend the "Gathering of Badges," an event hosted by Yuma-area law enforcement agencies. The Oct. 18 event is a law enforcement social that allows present-day Yuma-area officers to meet and exchange stories with any law-enforcement officer who had spent time in Yuma.

Contact retired Lt. Col. Larry Thompson at [larrytazus@yahoo.com](mailto:larrytazus@yahoo.com) for further information.

\*\*\*

Retired DPS Lt. Col. Ken Forgia recently received a Distinguished Service Award from the League of Arizona Cities and Towns for his years of service as an elected official.

Forgia, now a member of the Peoria City Council, served as mayor of Peoria from 1991 to 1997.

## Son of DPS lieutenant helps in rescue effort of prominent Omani orthopedic surgeon

Lt. Jack Lane, DPS legislative liaison, is one proud father these days thanks to the actions of his son who recently helped save the life of a prominent Omani orthopedic surgeon.

Jack Lane III was one of four off-duty U.S. Fifth Fleet sailors who played a role in rescuing the surgeon from drowning Aug. 19 at the Sohar Beach Hotel pool in Sohar, Oman.

The younger Lane, an information systems technician first class petty officer, and three shipmates responded to the screams of a young child near the hotel pool. Upon

arrival, they saw a woman with a rescue pole trying desperately to pull her unconscious husband from the bottom of the 8-foot deep pool.

With the help of Lane, a shipmate was able to pull the victim from the pool.

A news release from the U.S. Fifth Fleet said the victim was unconscious, did not have a pulse and was not breathing. Both petty officers immediately began cardio-pulmonary resuscitation (CPR) to successfully revive the man.

CONTINUED ON PAGE 13

## The war on drugs

MANTIS detectives in Tucson while investigating a shooting incident served a search warrant on an area residence and found more than 700 pounds of marijuana.

The shooting incident as it turned out was not related to the Sept. 14 marijuana bust, DPS Sgt. Mark Morlock told the Duty Office.

Morlock said officers arrested four suspects on narcotics-related charges while seizing 707 pounds of marijuana, three vehicles and a sawed-off shotgun.

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## Employee rights ...

CONTINUED FROM PAGE 1

opportunity to provide information either during the course of an internal investigation or during any part of a chain-of-command review," said Lt. Wendell Grasee, commander of Internal Affairs at DPS.

"In keeping with this philosophy, an employee under administrative investigation for alleged misconduct is allowed to have a support observer present in an on-duty capacity to assist."

Grasee says in many aspects the Department's Support Observer Program is more employee accommodating than the newly-amended state law.

"The amendment pertains only to peace officers while our program includes all employees," Grasee said.

"The state law says peace officers are allowed representation during an investigation/interview that could result in dismissal, demotion or suspension. At DPS, an employee may have an observer if any type of discipline is a possibility."

Grasee said the DPS Program also allows the observer to participate on "company" time whereas the state law basically says the representative will participate on his/her own time at no expense to the agency.

Grasee said an employee under investigation may request an observer at any time during the complaint and review process.

"Only one observer will be allowed per investigative interview/meeting," Grasee said.

"The support observer, who also must be a DPS employee, cannot have any involvement in the incident being investigated or any involvement in the administrative investigation being conducted. The observer also cannot be in the chain of command of the employee under investigation."

An I-40 traffic stop for speeding near Winslow Sept. 9, took 15 pounds of cocaine off the illegal drug market.

DPS Officer Gordon Beyer told the Duty Office that after making the stop, he summoned the assistance of DPS Officer Joe Lapre and his canine "Niño." Niño alerted to the rear-seat area of the 1998 Chrysler Concord where the two officers found the contraband hidden in a false compartment.

\*\*\*

For these two drug-running suspects, they probably didn't find "Joker" very amusing.

While patrolling I-17 near Cordes Junction Aug. 24, DPS Highway Patrol Officer Joseph Proffer stopped a north-bound 2003 Ford pickup truck for a moving violation.

Grasee said the employee under investigation who requests an observer just prior to the interview has a maximum of two hours to contact an observer and have that person present at the interview.

"It's also important to note that communication between an employee under investigation and the designated observer is not protected by confidentiality laws," Grasee said.

"In addition, the observer must sign a notice of investigation and abide by the DPS Code of Conduct in disclosing information.

"The observer may be present at all meetings, but can only participate in a passive role as a coach to provide information directly to the employee during the chain-of-command review."

Grasee said that individual employees will not be "blind-sided" by an administrative investigation.

"Employees will be made aware of the investigation and will have ample time to select an observer and prepare," Grasee said.

Grasee added that Internal Affairs has an 11-point procedural paper available that addresses the Support Observer Program. He added that the Director's Office is also developing a DMR on the Support Observer Program for department-wide distribution.

"Director (Dennis) Garrett wants all DPS employees to be treated fairly and that's why he formed a committee two years ago to develop and implement this program," Grasee said.

"Representatives from all divisions, the director's office, the Associated Highway Patrolmen of Arizona and the Fraternal Order of Police served on this committee and developed the guidelines that has made this a successful program at DPS."

Those interested in additional information may contact Grasee at ext. 2837.

During the stop, Proffer requested the assistance of a Sedona police officer and his canine, Joker.

After Joker alerted to the vehicle, the officers found 776 pounds of marijuana.

Two suspects were arrested and the truck was impounded, according to the Duty Office.

\*\*\*

DPS Detective Ken Nelson, assigned to the HIDTA Task Force in Phoenix, in late August successfully coordinated and executed a sting operation which originated in Columbus, Ohio, and ended in Tucson with the seizure of \$2 million in U.S. currency.

The Duty Office reported that Nelson and a U.S. Customs agent traveled to Columbus where \$500,000 was picked up by an Arizona-based drug-smuggling operative.

The suspect then traveled to Atlanta where another \$1.5 million was retrieved. The suspect then headed for Tucson and upon arrival was arrested and the money seized.

\*\*\*

An undercover investigation in southern Arizona resulted in the arrest of 10 suspects and the seizure of 735 pounds of marijuana.

DPS Sgt. Steve Tritz of Southern Narcotics told the Duty Office that the busts occurred Aug. 20 in Cochise and Santa Cruz counties.

All but 40 pounds of the contraband was found in two load vehicles while the remainder was located during a follow-up search. Tritz said the round-up involved 18 DPS officers from Criminal Investigations and the Highway Patrol along with the Patagonia Marshal's Office.

\*\*\*

Detectives assigned to the MANTIS Major Violators Unit in Tucson executed a search warrant at a Tucson motel Aug. 20 that resulted in the seizure of \$154,980 in cash and 15 pounds of marijuana.

DPS Sgt. Mark Morlock said officers also seized a Lincoln Navigator and two cellular phones.

Two illegal aliens were arrested, including one from Afghanistan. Morlock said the two were turned over to the U.S. Border Patrol.

\*\*\*

During an I-17 traffic stop for speeding Aug. 18 near Camp Verde, DPS Canine Officer John McFarland noticed numerous indicators consistent with drug trafficking.

With the assistance of his canine, the ensuing search produced 75 pounds of cocaine. After finding the contraband, McFarland said he arrested two suspects on drug-related charges and seized a 1998 Chevrolet minivan.



## Arizona POST staff examines its use of Social Security numbers

*(This article appeared in the September, 2003, edition of the AzPOST quarterly newsletter)*

Because of the rising concern about Identity Theft, the staff at the Arizona Peace Officer Standards and Training Board (AzPOST) have undertaken a review of why and how they collect and use Social Security numbers (SSN).

The "why" became very clear, very quickly when it was determined that state law required AzPOST to use the SSN as an identifier. The legislature established this requirement for all certifying and licensing boards to insure the cross-tracking of such things as child-support payments and government liens.

In addition, the data base at AzPOST uses the SSN as its primary identifier. With more than 10 percent of Arizona's 13,500 law

enforcement officers changing agencies, leaving service, entering service or changing their name or rank every year, the SSN is the only constant AzPOST can count on to insure accuracy.

Staff at AzPOST then reviewed how it collected the information by surveying the AzPOST forms which all use of the SSN. There were several forms on which the agency clearly needed the information.

These included such forms as the Personal History Form, the Basic Training Roster, the Termination Form, the Training Request Fax Form, and the Change of Status Form.

All of these forms are maintained in secure locations either with an officer's home agency or at AzPOST.

There were some forms that staff felt should be modified to only require the "last

four digits" of the SSN. These forms include in-service training rosters, distance learning rosters and calendar school rosters.

This change will allow identification of the individual during any training record audit, but will prevent the display of the SSN to other individuals in a class or broadcast.

The last action undertaken was to eliminate the use of the SSN on AzPOST Training Approval Forms. It was determined that a sufficient record could be achieved by using the agency's own identifier for each officer as these training records are maintained at the agency.

AzPOST hopes these changes, along with a few related changes not highlighted here, will work to protect officers' personal information.

The new forms will be distributed in the very near future.

## Ortega ...

CONTINUED FROM PAGE 3

projects and procurement specialist with the Department of Economic Security, will assist him with his ministries as she continues to be responsible for recruitment, training and scheduling of lecturers and eucharistic ministers at the Casa Grande church.

"My primary functions as a deacon are to proclaim the gospel and minister to the sick and needy," said Ortega who has been a DPS officer for more than 19 years. "Deacons also assist the priest as he celebrates Mass.

"When I felt the call to the Diaconate, I asked Father Steve Stencil about his thoughts. He told me that he had been meaning to ask me if I would consider going through the formation program."

Shortly thereafter, the ordination process began for Ortega. First up were a series of background checks.

"Basically, it's similar to what we go through at DPS, but much more thorough," Ortega said. "Not only did they talk to my wife, but also to my two sons."

Ortega said he also underwent several psychological evaluations that "were tougher than those at DPS."

"If I had a change of heart at any given time, that would have been it," Ortega said. "In addition, if at any time during the formation program, JoAnn said no, then I would not be ordained. Those administering the program emphasized that your family comes first, your job second, being a deacon third."

After clearing all the background hurdles,

Ortega entered the four-year program with all classes being conducted in Tucson.

"I really enjoyed having my wife at my side throughout the program," said Ortega, who was a prison guard prior to DPS. "She was there at all the classes. She was the driving force that really kept me going and there were times when I had some serious doubts."

Ortega said the first year of the program is family oriented where "they enforce the family aspect of things." The second year, he said, the class learns about canon law, theology, church history, changes in the church and church structure.

"After the second year, it's a continuing educational process as you go more in-depth into all areas," Ortega said. "At the end, you have an exam consisting of about 25 questions dealing from the time you started your classes until you have finished the classes. It's not like the academy where you take a periodic test and move on. You have to remember what you have learned in the previous four years in order to become a deacon."

Ortega said the process toward ordination also benefitted him as a police officer.

"I find that today I listen more to the violator," said Ortega who works commercial vehicles in the Casa Grande area.

"I listen to what they have to say. I am considerably more patient than before. I have had violators who just start spilling their stories to me.

"I listen to them and even though they have received a citation, they still shake my hand and thank me for listening. I have

learned that if you take a little time, even if it is a couple of minutes, it really breaks down those barriers.

"The training to be a deacon also has helped when it comes to accidents. At accident scenes, I am more at ease and more compassionate."

When Ortega was hurt, it may have been a wake up call from up above.

"I was working narcotics at the time," Ortega said. "It was a buy-bust and we were waiting in the van. The signal was given to move in and when I was exiting through the side door of the van, the driver braked hard. That's when the door slid and hit me in the back.

"It knocked me out of the van onto the ground. I rolled and at sometime I hit my head. I really didn't want to go on this assignment, but it was my job. I was painting a room at my house, when the call came.

"Following this incident, I realized that in one moment you can be painting your son's room or doing something with the family, and then the next thing you know, you might not see your family again. That's when I started thinking that there was something else in life. That's when I became very serious about my religion."

Ortega says he's not thinking about retirement from DPS even though he will have served 20 years with DPS within a year. He also believes that he may participate in the next sergeant examination sometime in about 18 months or so.

He's not in any rush, he's got plenty to do as a family man, an officer and, now, a deacon.

## Letters

### Dear Ms. (Sharon) Manson

I had occasion to interact with one of your employees on Aug. 17. Our agency encountered a unique ACJIS situation, and both the records supervisor and myself were unsure on how to handle it.

We were pouring over manuals when we thought to call DPS for advice. It was after hours and no one from the DPS ACJIS section was available. I explained the situation to your supervisor, and she was able to refer me to someone with the perfect answer.

I was very impressed with the level of customer service that I received upon calling your agency, and grateful that Helen Slaughter was willing to help resolve the question. When I spoke to Helen, she treated me so nicely, and I just want to offer thanks for letting us impose like that. She really made my job a lot easier that night.

**Cari Zanella**

**Communications Supervisor  
Mesa Police Department**

### Dear Director Garrett:

I take this opportunity to pass on my sincere appreciation for the outstanding service provided by the Special Investigations Unit. Their responsiveness and professionalism, specifically on the early morning hours of April 13, was very reassuring to the officers involved in the shooting and to me.

While all members of this unit are worthy of recognition, I would be remiss if I did not mention Lt. Timothy Chung and Detective Kevin Wood for their openness, thoroughness, and compassion throughout the processing of the scene and in the subsequent investigation.

Detective Wood regularly called or personally met with us for updates on the case. This was particularly reassuring and provided me with a great sense of confidence. I realize how dependant this entire state is on this unit and their caseload undoubtedly is very demanding.

The final product was comprehensive and well presented. I thank you and all of the members of the Special Investigations Unit. We are grateful to have such a high-level resource available to us.

**Mark R. Brown, Acting Chief of Police  
Goodyear Police Department**

### Dear Director Garrett:

On Aug. 3, Officer Rex Nielson stopped me and said I had exceeded the speed limit and issued a warning.

At the time, I mentioned that it was hard to believe that I was speeding, adding that this particular car does not handle well at over 65 mph. He assured me that his equipment had measured my speed accurately. This surprised me because I usually drive slower than the posted speed limit.

Later, I had my speedometer checked and it turns out that it was underestimating my actual speed by at least 25 percent.

Without the officer's insistence that I was going too fast, I would not have had the speedometer checked. His "courteous vigilance" most likely saved me, my family and probably others from a tragedy.

My speedometer is now accurate and citizens are safer because of the actions of a DPS officer.

**William Butler, Scottsdale**

### Dear Director Garrett:

On Aug. 7, Officer Kevin Jex was part of The Church at Arrowhead's counselor staff as we were winding down our last day of camp at Willow Springs Lake near Christopher Creek.

As we were finishing lunch, a motorist came and asked for assistance at an accident not too far from the lake. Two other counselors and myself went to see what we could do and assess the situation. I am a critical care/emergency RN, and I took with me another RN.

Upon arrival, we realized that this accident had at least two critically-injured motorists. We sent word back that more assistance was needed.

The accident was a rollover that ejected the driver and pinned a passenger inside the crushed cab of the pickup. There also were three other passengers who were "walking wounded."

As the situation developed, the medically-trained individuals who responded from our camp did what they could to stabilize the injured while Officer Jex established radio contact with the necessary people to request fire/rescue and for helicopter transfer of at least two of the injured. All victims turned out to be teenagers from the area.

While maintaining traffic and crowd control, Officer Jex continued radio contact with authorities and established a landing zone for incoming helicopters.

The fire/rescue team that arrived on scene consisted of volunteers and they did not know how to operate emergency equipment necessary to extricate the passenger in the crushed cab. Officer Jex searched the fire truck, found the needed equipment and under his direction, the passenger was extricated and stabilized.

Officer Jex then guided the first of two

helicopters that responded. This was no simple task as we were on a small two-lane road with 30-foot pine trees on both sides with a storm approaching.

Throughout this episode, Officer Jex showed sound judgment, calm and professional leadership. I believe the outcome of the victims of this accident was far more positive than ever could have been hoped for if he wasn't present.

If Officer Jex is an example of the type of law enforcement officer your agency is turning out, then I for one will rest much easier.

As part of a team responsible for 160 individuals who attended our children's camp, I can't imagine not having Kevin Jex with us for our next camp. This may be an example of what your officers do on a day-to-day basis, but to witness this personally, I have to say Officer Jex as a real super hero to many people on that mountain.

**Michael Hart, Glendale**

## There are three ways to view Digest

If the hard copy of the *Digest* you receive differs from what you see on the Internet, your eyes aren't deceiving you.

Each month, the *Digest* staff creates two electronic editions of the monthly newsletter along with the hard copy.

The "full edition," available through the Department's "InTRAnet" Web page, is the print version that is distributed via interdepartmental mail or the U.S. Postal Service to DPS employees/retirees and other selected law enforcement agencies.

The second is the "InTERnet" edition which goes world wide via the Department's Web page. The Internet edition normally is smaller because some articles and photos in the full edition are considered not appropriate for public distribution.

For those of you who prefer to view the *Digest* on the Internet and not have it mailed, please contact Publications Editor Art Coughanour at 602-223-2313 or e-mail [acoughanour@dps.state.az.us](mailto:acoughanour@dps.state.az.us).

## Corrections

In the "Letters" page of the September *Digest*, there were two misidentifications. In the letter concerning a traffic fatality, it was Officer John Tonn, not his wife Rebecca, a RMN employee, who delivered the passport of one of the victims to Honeywell security.

In the second letter, it was Dispatcher Alana, not Alan, Lewandowski, who assisted a motorist whose vehicle suffered a flat tire.

## Inside DPS

### 30 YEARS OF SERVICE

Atwater, Jay K., 1434, Officer

Brown, Mark A., 1437, Lieutenant

Edgren, Robert J., 1473, Technical Projects Coordinator

Kasun, Kelly W., 1448, Sergeant

Lizarraga, Larry M., 1454, Sergeant

McNeese, Charles A., 1458, Officer

Rehm, Robert F., 1461, Officer

Sanchez, Johnny G., 1463, Sergeant

Wood, Sherrill, 1472, Sergeant

### 25 YEARS OF SERVICE

Henry, Debra D., 2420, Administrative Manager, Operational Communications Bureau

### 20 YEARS OF SERVICE

Copeland, Burley M., 3268, Sergeant

Desjaddon, Scott A., 3269, Officer

Justin, Rita J., 3286, Intelligence Research Specialist

Leon-Benitez, Christina N., 3276, Administrative Assistant

McBride, Gayle M., 3275, Intelligence Research Coordinator

Mitchell, Daniel J., 3271, Lieutenant

Murphy, William, 3272, Officer

### NEW EMPLOYEES

Burns, Daniel C., 6273, Cadet Officer

Perry, Jeremy W., 6271, Cadet Officer

### RETIRING

Paulsen, Randall R., 3419, Officer, 19 years

Routh, Edward W., 3702, AZ POST Program Administrator

### DEPARTURES

Altman, M.K., 3007, Support Services Assistant

Bowling, Matthew D., 6246, Cadet Officer

Cutchen, Mark H., 4980, Officer

Digiovine, Gina M., 5631, Administrative Services Officer

Harry, Kimberly S., 5733, Police Communications Dispatcher

Hirsch, Cheryl A., 6274, Support Services Assistant

Hornbuckle, Maurice V., 6252, Cadet Officer

Lopez, Larry H., 6253, Cadet Officer

Rocheleau, Jennifer J., 5055, Officer

Roman, J.A., 6268, Cadet Officer

Skonecki, Joseph J., 6062, Officer

### OBITUARIES

Morris M. Zegerson, passed away Aug. 20. Mr. Zegerson was the father of Harry Zegerson, a telecommunications technician with Special Projects, Phoenix. Contributions to Discretionary Fund, c/o Temple Beth Shalom, 3400 N. Dobson Road, Chandler, AZ 85224.

Sally Irene Key, 77, passed away Aug. 23 in Phoenix. Mrs. Key was the mother of Christine Nauman, an administrative secretary with the Fingerprint Identification Bureau, Phoenix, and mother-in-law of Metro West Highway Patrol Of-

ficer Bruce Nauman. The family requests donations to Hospice of the Valley, 1510 E. Flower Street, Phoenix, AZ 85014 or the American Cancer Society, 2929 E. Thomas Road, Phoenix, AZ 85016.

### BIRTHS

Emma Joy Olney – 8 lbs. 3 oz. 19 inches. Born Aug. 24 at Kingman Regional Medical Center to Officer Jon Olney and wife Pam. Jon is a Highway Patrol officer assigned to District 1 Kingman.

Richard Bryson Benham – 7 lbs., 3 oz. 20½ inches. Born Sept. 10 at Navapache Hospital, Show Low to Sgt. Brant Benham and wife, Penny. Brant is assigned to HP District 3, Show Low.

### COP SWAP

For Sale: Jotul wood-burning stove. Heat range up to 30,600 BTUs for 900 to 1,400-square-foot space. Catalytic equipped. Approx. weight 260 lbs. Forest green in color. Nearly new. \$700. Call 602-920-4064 or Rene at ext. 2764.

## DPS able to maintain services despite fuel crisis that hits Phoenix area hard

Despite the fuel crisis that hit hardest in the metropolitan Phoenix area, the Department was able to operate with little inconvenience and no interruption of services.

The fuel crisis, primarily caused by the rupture of the main gas line north of Tucson that feeds the Phoenix fuel market, resulted in long lines at those service stations that were open with customers willing to pay a premium for fuel, sometimes considerably more than \$3 per gallon.

Two days into the week-long fuel crisis, Gov. Janet Napolitano issued a directive that urged state employees in Maricopa County to limit their agency and private daily travel. State employees also were urged to participate in car pools and to participate in the state-subsidized Capitol Rideshare program.

In addition, state employees were directed by the governor to eliminate out-of-town business travel by vehicle whenever

possible.

Another recommendation was for state employees to participate in various "telework" and "flex work" programs available within their respective agencies. She also directed that state employees conduct as much business as practical through use of telephone, fax machines and e-mail.

At DPS, the Department was able to get through the crisis without a reduction in traffic patrol, DPS Director Dennis Garrett said. Officers, however, were encouraged by Garrett to conserve fuel by turning off the engines of their patrol cars while idling for an extended period of time.

Although travel specifically related to law enforcement activities was exempted from the governor's directive, Highway Patrol officers were encouraged to drive below the speed limit when it didn't interfere with the flow of traffic.

## Persistence key in CJSD's communications construction project atop Mount Lemmon

Former U.S. President Calvin Coolidge once said, "Nothing in the world can take the place of persistence."

This quotation certainly fits what must be going through the minds of those at DPS who are in the process of replacing an antiquated communications center atop Mt. Lemmon, north of Tucson. It's been a project that has faced more than a normal share of adversity, starting with two devastating forest fires earlier this past summer.

According to a monthly report to the Director's Office, Lt. Col. David Felix, assistant director of the Criminal Justice Support

Division, wrote:

"Despite project delays due to two fires, helicopters dropping grass seed and straw on the work site, rain, hail, the arrival of the president of the United States, a shooting, road construction and an industrial accident, the installation of the new communications site continues to progress."

In August, construction of a 160-foot tower was completed along with the exterior of the new communications building. The interior of the new communications building is expected to be finished this month, according to the report.



## Facilities' energy savings projects provide benchmark for other agencies

If other state agencies are trying to develop approaches to conserve energy, they shouldn't have to look any further than the successes DPS has experienced in recent years.

In four of the past five years, the Facilities Management Bureau at DPS has captured various top state government awards for its energy conservation efforts, a series of achievements that undoubtedly pleases the Governor's Office in its on-going efforts to improve customer service, reduce costs and eliminate duplication within state government through its Efficiency Review program.

As part of the Efficiency Review program, introduced shortly after Gov. Janet Napolitano assumed office in January, the Governor's Office has instructed each state agency to examine its mission and make appropriate changes in order to reduce operating costs.

Improving energy conservation is among the top items stressed within Emergency Review guidelines issued by the governor.

Carl Tornambe, Facilities Management Bureau manager, says his staff has always been energy conscious and will continue to search for additional avenues in which to save energy and money.

"Many of the conservation measures being recommended by the Governor's Office have been in place at DPS quite some time, long before energy issues on the state agency level became so critical," Tornambe said. "Conserving energy has always been a top priority during my 19 years with DPS."

In recent years, Tornambe said the Department has developed several on-going programs to combat rising departmental energy costs.

As part of its overall energy-conservation program, Facilities has established standards for energy conservation for new and existing facilities. Tornambe says the program includes:

- Establishing standardized temperature settings;

- Installing high-efficiency light fixtures and air conditioning equipment;

- Using programmable/centralized computer air conditioning controls, sensors and timers;

- Installing selective light fixtures, lowering general lighting levels and de-lamping;

- Increasing insulation where feasible; and,

- Installing windows with insulated glass, shading and blinds.

"Through this program, Facilities has been able to maintain its everyday operations within budget, despite rising utility costs," Tornambe said.

In recent years, the Department also has completed environmentally appropriate landscaping projects at many DPS facilities, including those in Phoenix, Casa Grande and Prescott.

"This has reduced our water consumption for landscaping purposes at these sites by as much as 75 percent," Tornambe said. "Today, there is very little departmental property that hasn't been landscaped to match its environment."

Tornambe said some area offices in the state have already had programmable thermostats installed. In the near future, Tornambe says all manually-controlled thermostats at DPS' area offices will be replaced with programmable thermostats.

"Often, the occupants will adjust the controls down for comfort, but then forget to readjust the thermostat prior to departure," Tornambe said. "It may be an extended period of time before this is discovered. The programmable thermostats are being installed with temporary cooling and temperature set-back features, making the office more energy efficient."

"Originally, this was going to be a two-year project, but we have accelerated the schedule so we believe this project will be completed no later than the end of this month."

Tornambe said with the increasing demand for energy, coupled with rising costs and recognition of limited supply of energy resources, efficient use of energy is a primary consideration in any project undertaken by the Facilities Management Bureau.

To accomplish this, Tornambe said other improvements are being studied while others are being implemented.

Such improvements include reflective roof coatings, replacement of equipment with higher ratings, load controllers and timers, continued conversion to high-efficiency lighting, and the installation of motion detector switches, timers and dusk-to-dawn detectors.

"Cost, of course, is a factor, but so is wasting energy," Tornambe said. "I think they are both equally important and if we don't want to be faced with what's going on in California and back East, energy concerns must be addressed. That's what we are doing here at DPS."



### Who Is She?

With these pigtails and a pleasing smile, she probably drove the boys at her grade school crazy. Today she's a civilian employee at the Department. Who Is She? Guess correctly and win either a denim or polo shirt courtesy of the Associated Highway Patrolmen of Arizona.

Interdepartmental e-mail entries should be addressed to Art Coughanour, badge no. 3131. Please remember to include your badge number with your entry.

Internet entries:  
[acoughanour@dps.state.az.us](mailto:acoughanour@dps.state.az.us)

Interdepartmental mail:  
 The Digest, mail drop 1200

Snail mail:  
 The Digest  
 Arizona DPS  
 P.O. Box 6638  
 Phoenix, AZ 85005

Winner of the August contest was Lynda Schallmann, Agency Support Division chief of staff, who submitted a photo of herself wearing an Easter dress. Her picture stumped all willing to guess and because there were no correct entries, the shirt goes to Lynda.

## 'Operation Wounded Jaguar' recovers numerous stolen cars

BY SGT. J.D. HOUGH

Arizona Vehicle Theft Task Force

On Sept. 10, 2002, the Arizona Vehicle Theft Task Force along with U.S. Customs and other city, state and federal law enforcement agencies, executed 26 federal search warrants.

Twenty-two of these warrants were executed in Arizona, one in California and three in Washington. These search warrants were executed in furtherance of an ongoing two-year investigation the Task Force dubbed "Operation Wounded Jaguar."

Prior to this, Task Force detectives had recovered 14 high dollar stolen/cloned vehicles worth more than \$500,000. As a result of the search warrants, task force detectives recovered five more "stolen/cloned" vehicles.

As "Operation Wounded Jaguar" revealed, the process criminals use to "clone"

a vehicle included obtaining valid vehicle identification numbers (VINs) from a legitimate or "donor" vehicle. Counterfeit federal stickers and public vehicle identification numbers (PVINs) were then created using the "donor" vehicle's identification.

Ownership documents were counterfeited or obtained under false pretenses. A similar vehicle was then stolen or a prior stolen was awaiting the new identification. The legitimate stickers and public VIN were removed and replaced with counterfeit stickers and VIN.

The stolen vehicle was then a "clone" of a legitimate vehicle. Vehicles may be cloned in Canada and brought to the United States or cloned while in this country.

Four of these stolen/cloned vehicles were recovered in Washington state. A corrupt Arizona MVD agent had fictitiously titled all of the recovered stolen/cloned ve-

hicles in Arizona at one time.

During the execution of the search warrants, detectives seized \$25,738 in cash, 42 computers, more than 200 floppy disks, 100 compact disks and various computer equipment.

Twelve vehicles were seized that had been "Salvage Title Washed" by the same corrupt MVD agent.

Numerous documents were seized and are being analyzed. The U.S. Customs Financial Task Force is following up bank records and information received from the search warrants. Some of the evidence obtained revealed ties to terrorism.

On Nov. 19, 2002, testimony was presented before a grand jury that resulted in 18 suspects being indicted on 180 criminal counts. On Nov. 22, 2002, the Vehicle Theft Task Force assisted by IRS, the Chandler Police Department, and other DPS personnel conducted a round up of suspects. To date, 24 stolen vehicles have been recovered with an estimated value of \$800,000.

In the end, the investigation shed a tremendous amount of light on the methods criminals now use while attempting to "clone" stolen vehicles.

## Schwarz ...

[CONTINUED FROM PAGE 4](#)

While with the Highway Patrol and DPS, Sgt. Schwarz also operated a tax service company. He was an avid golfer who held a lifetime membership with the Veterans of Foreign Wars (VFW). He also was a member of the American Legion.

He is survived by his wife, Ella; three daughters; a son; 14 grandchildren; and a great grandchild.

The memorial service was performed at the Williams Methodist Church.

## Lieutenant's son ...

[CONTINUED FROM PAGE 7](#)

While Lane and his fellow sailor continued to work on the doctor, another sailor calmed the family and arranged for emergency transportation while a fourth later aided in the CPR efforts.

About three hours later, the surgeon, who carries the title of sultan, regained consciousness much to the relief of his wife who is pregnant with their fourth child.

"I am very proud of my son in this life-saving incident and his other accomplishments he has achieved since enlisting in the Navy in May 1994," Lt. Lane said. "This is his third tour of duty in the Gulf Region, the first two were with the U.S.S. Nimitz."

## State's Vehicle Theft Task Force receives prestigious national 'Award of Merit'

The multi-agency Arizona Vehicle Theft Task Force, which includes several DPS officers, was recently presented with the prestigious "Award of Merit" at the 51<sup>st</sup> annual International Association of Auto Theft Investigators (IAATI) training seminar in Los Angeles.

The task force was chosen for the international award for its "outstanding" investigative work performed during its "Operation Wounded Jaguar" investigation (see related article above for highlights of the investigation).

Several other individuals, units and departments from throughout the world were nominated for the award that is a focal point of the yearly IAATI Training Seminar.

Besides recognizing individuals and

units for outstanding investigations involving auto theft, the yearly IAATI seminar also provides law enforcement officers and private sector personnel with the latest in training and technology with a goal to reduce auto thefts throughout the world.

Attending this year's conference and receiving the "Award of Merit" on behalf of the DPS and the Arizona Vehicle Theft Task Force were DPS Sgt. J.D. Hough, Tucson Police Sgt. Mikeal Allen, Tucson Police Detective Todd Griffith, DPS Detective Robert Butler, DPS Detective Dennis McNulty, DPS Detective Mark Hoerrmann, and Maricopa County Attorney Susan Luder.

The Arizona Vehicle Theft Task Force has a staff of 53 members with representatives from 20 different agencies including DPS.

## Little known facts about U.S. 60

Little known facts about U.S. 60 from the files of the Arizona Department of Transportation.

? In the 1920s, mining magnate Col. William Boyce Thompson founded his arboretum near Superior. He wanted to create the most beautiful and useful arboretum of its kind in the world. Some 80 years later, the arboretum is the Southwest's oldest and most spectacularly-situated arboretum and botanical gardens.

? The city of Globe was established in 1876 as a mining community. It is said

that Globe got its name from a large piece of silver, in the shape of a globe, found at a local mine.

? U.S. 60/SR70 has been designated "The Old West Highway" from Apache Junction to Lordsburg, N.M.

? The original road from Apache Junction to Globe was named Highway 180, today's U.S. 60, and was built in 1926. U.S. 60 was built in the late 1940s and early 1950s. Much of the old road has been abandoned, but some of its remains can be seen from today's highway.

## DPS Officer Ken Johnson retires after 32 years of service

DPS Officer Ken Johnson, a highly-skilled financial investigator who was one of the original members of Tucson's Financial Investigations Unit, retired from DPS Aug. 31, after more than 32 years of service.

Johnson began his DPS career in August 1971 as a cadet officer. Following graduation from the academy, he was assigned to patrol highways in the Tucson-area.

Six years later, Johnson transferred from the Highway Patrol Division into the Southern Investigations Bureau of the Criminal Investigations Division.

It was in that capacity that Johnson distinguished himself as a competent and dedicated financial investigator. It was also in that capacity that Johnson developed an intense commitment to bringing justice to those who would prey on and victimize, the naive, vulnerable, elderly, and ill informed from Arizona's southern communities.

During his career with DPS, Johnson engaged and assisted in numerous investigations that targeted investment and real estate fraud, organized-crime activities, illegal enterprises, embezzlements, thefts and conspiracies.

The investigations Johnson excelled in were inherently difficult because they usually involved suspects who attempted to conceal their criminal activities behind a mask of legitimacy, falsified documents, confusing paperwork and manipulation of funds.

Johnson's supervisors said his combination of experience, resourcefulness and imagination enabled him to bring successful conclusions to his cases, which benefitted

not only citizens of Arizona, but has also touched victims nationally and internationally as well.

The West Virginia native who was raised in Idaho said he was able to achieve success during his financial probes because he truly enjoyed conducting such investigations. Particularly, he said, he enjoyed matching wits with the unique and sometimes intelligent criminals who were committing financial crimes.

"When you conduct a financial investigation you are dealing with criminals who are limited only by their imaginations," said Johnson, adding that some of the criminals he investigated had very good imaginations.

Accolades and awards graced Johnson several times during his career, both as an individual and as a team member.

In 1987 and 2000, the Tucson Financial Investigations Unit, to which Johnson was assigned, received Director's Unit Citations for outstanding work. In 1999, the unit received the Criminal Investigations Division Squad of the Year Award.

Johnson was honored individually with the Director's Citation for Professional Excellence in 1996, the Criminal Investigations Bureau Officer of the Year for 1993, and the Southern Region Officer of the Year for 1997.

Johnson shared the investigative skills he gained during his career by training other officers, formally and informally, in sophisticated financial investigative techniques.

Although he conducted a number of interesting and challenging financial investi-

gations during his career, Johnson said the most memorable moment of his career was not related to a financial investigation.

Rather, Johnson said his most memorable experience occurred in August 1983 when he was part of a large convoy of more than 400 DPS officers who rolled into Morenci to maintain law and order during the copper workers' strike against the Phelps Dodge Corporation.

This convoy of DPS personnel who participated in Operation Big MAC (Mob Action Control) continues to be the largest mobilization of officers in agency history.

Now that he is retired, Johnson said he is going to enjoy his free time and do whatever he feels like doing. Some of his long-time hobbies include reading, writing and studying history.

He said he is also looking forward to spending more time with his wife, Margaret, and his stepchildren and grandchildren.

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### A job well done

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*The following appeared Sept. 2 in the "Acts of Kindness" section of The Arizona Republic.*

#### Helping Hands

A few weeks ago, I was involved in an auto accident on Loop 202. Many cars must have witnessed this accident, but only one driver stopped to help. That driver was Brian Heitkans Sr. He stopped, called and police and put out warning signs.

Within 10 minutes, Highway Patrol Officer Thomas Olszak arrived. He showed great care for our safety on a busy freeway. He helped me change a flat tire in 100-degree-plus heat.

I will be forever grateful to Mr. Heitkans and Officer Olszak for their kindness and generosity.

**Harvey Loehr, Mesa**

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### U.S. seat belt usage reaches record level

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Seat belt use nationally reached a record-level 79 percent, according to a survey released by the National Highway Traffic Safety Administration (NHTSA).

In its survey released in August, NHTSA estimates if this level of usage is maintained, more than 1,000 lives will be saved each year and the costs absorbed by the public will be reduced by at least \$3.2 billion per year.

The nationwide survey was conducted after the "Click It or Ticket" campaign in May, the largest-ever nationwide law enforcement effort to increase safety belt use.

The report didn't break down seat belt usage by state, but in 2001, about 75 percent of Arizona motorists buckled up, according to a survey funded by the Governor's Office of Highway Safety.



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## Down the Highways

### October 1968

DPS Sgt. Len Taylor was the top money winner in the first rodeo sponsored by the Associated Highway Patrolmen of Arizona Oct. 5-6 in Tucson.

Patrolman Jim Polito took first in bronc riding while Patrolman Bill Winberly captured honors in bullriding. Patrolmen Dan Leonard and John Kennedy combined to win the team-roping event while Patrolman Roger Boddy was a member of the winning steer-dressing team.

### October 1973

By a 3-2 vote, the Arizona Highway Commission decided to reduce speed limits by 5 to 10 mph in an effort to conserve energy and to save lives.

In approving the resolution Oct. 19, the commission called on Gov. Jack Williams to ask DPS for strict enforcement of the new speed limits that will reduce 75-, 70-, and 65-mph speed zones by 10 mph and 60- and 55-mph speed zones by 5 mph.

### October 1978

Phoenix DPS Motor Officer Bill Saulter, 35, was seriously injured Oct. 16 in an accident near the intersection of Mill Road and Pebble Beach in Tempe.

Investigators said Saulter was southbound on Mill when he collided with a car exiting from a private driveway. Saulter was taken to an area hospital for treatment of facial, leg and head lacerations, contusions and a fractured arm.

\*\*\*

Eight DPS officers are training at St. Mary's Hospital in Tucson to be paramedics and will be assigned to Flagstaff Air Rescue when it becomes operational in February.

The eight are Bruce Buckner, Dave Garrison, Bill Holbert, Darrel Jenkins, Mike

Longman, Fred Newlin, Richard Stratman and Richard Wood.

Counselor for the class is Paramedic Ron Bailey.

### October 1983

DPS Air Rescue Pilot Tom McNeff, 36, and Paramedic Richard Stratman, 27, were killed early Oct. 2 when their Bell Long Ranger helicopter crashed into a water-logged cotton field near Marana.

The early-morning crash occurred during a torrential early-morning rainstorm as the Tucson-based Air Rescue team was en route to Catalina to pick up a pregnant woman and fly her to a Tucson hospital. It was the first fatal crash involving a DPS helicopter since the Department started using such aircraft in 1972.

\*\*\*

A Maricopa County Superior Court jury awarded \$4,980 in punitive and medical damages to DPS Officer Jeff Trapp who was shot in the leg during a traffic stop on I-17 in March 1981.

Trapp was shot in the leg when he and fellow DPS Officer James Welty tried to place the handcuffed suspect in a patrol car.

While being placed in the car, the 17-year-old was able to reach back and grab Welty's revolver before squeezing off a round.

### October 1988

The pattern of confrontation on Phoenix-area freeways is becoming an epidemic, DPS Sgt. Bill Cramer said in an Oct. 14 story released by the Associated Press.

"It's scary out there," Cramer said. "Pulling guns is bad enough. Pretty soon, people are going to start pulling triggers."

\*\*\*

After landing an airplane on a farm near Winkelman, the "crew" got jittery and fled

the scene in a pickup truck leaving behind 1,125 pounds of marijuana.

DPS Sgt. Rick Knight of the DPS Air Smuggling Unit said officers from DPS, the Pinal County Sheriff's Office and U.S. Customs seized the plane, marijuana, \$2,000 in U.S. currency, two pickups and a Datsun 300ZX.

### October 1993

A nationwide investigation, initiated by DPS officers three years ago, culminated Oct. 13 when a task force representing several agencies arrested 16 suspects believed to be members of a Jamaican organized-crime association.

As part of "Operation Yellowbird," law enforcement officers from at least five agencies served 16 arrest warrants in Tucson, four in New York City and two in Fort Lauderdale, Fla.

Lt. Bernie Gazdzik, Southern Region Narcotics commander, said the suspects were named in a 28-count federal grand jury indictment.

On the multi-agency task force from DPS were Sgt. Steve Pferdeort and Officers Tom Powers, Jim Wade, Bill Porter, Al Martinez, Jaime Aviles and Terry Johnson.

\*\*\*

Ringo, a DPS canine, and DPS Officer Bart Massey made life uncomfortable for a motorist who was stopped Oct. 18 for a traffic violation.

After stopping the eastbound vehicle on I-10 near Eloy, Massey arrested the suspect on a felony warrant. Ringo then alerted to several places on the car. An ensuing search revealed a kilo of cocaine, with a street value of about \$14,000, hidden in the left front fender area of the 1983 Ford Thunderbird.